



**Massachusetts Bay  
Transportation Authority**

# GM's Report to the Board

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Phil Eng, MBTA General Manager and CEO

July 24, 2025

Reinvesting in the Workforce | Reinvesting in Infrastructure | Restoring Transit & Public Trust

Choose Transit: Full  Ahead

June 24  
& July 4



Choose Transit: Full  Ahead

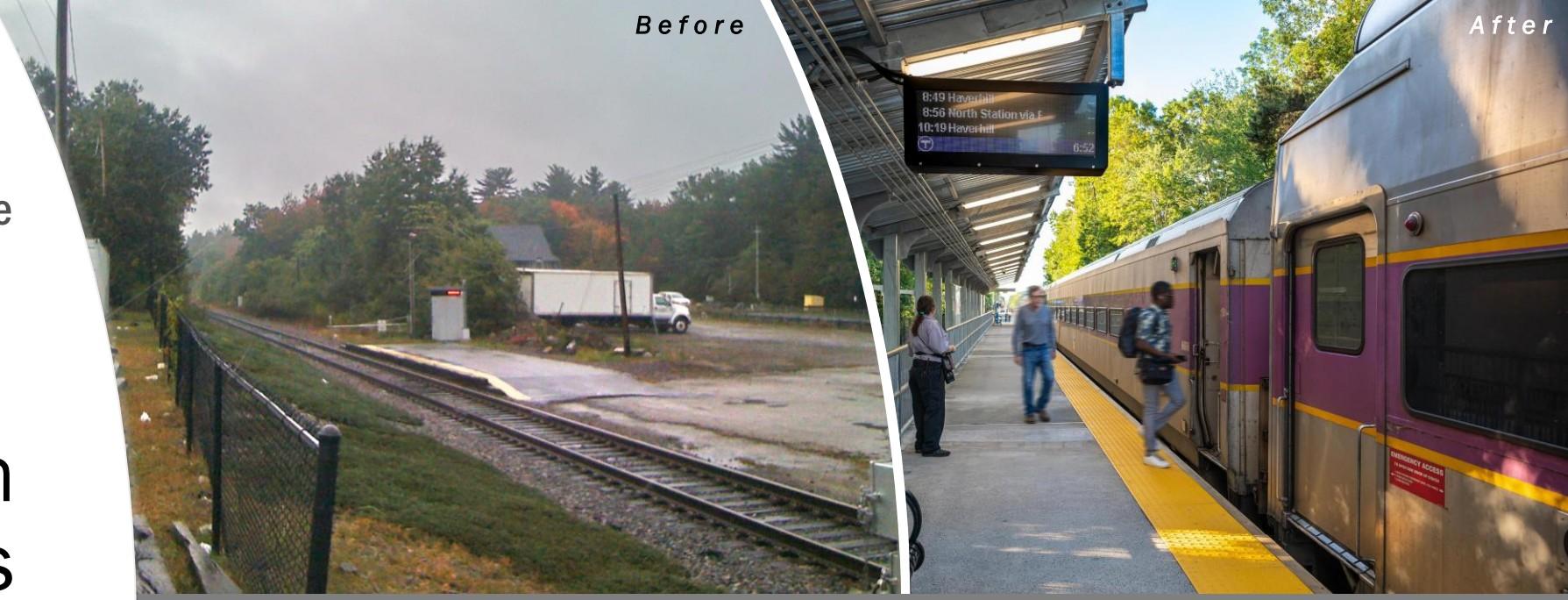


Continued investment in systemwide accessibility & rider improvements.

# North Wilmington Station Re-Opens

June 30, 2025

- Level boarding
- Shelter canopy
- New station access
- Improved audio & visual communications
- Enhanced security systems



Haverhill Commuter Rail Line



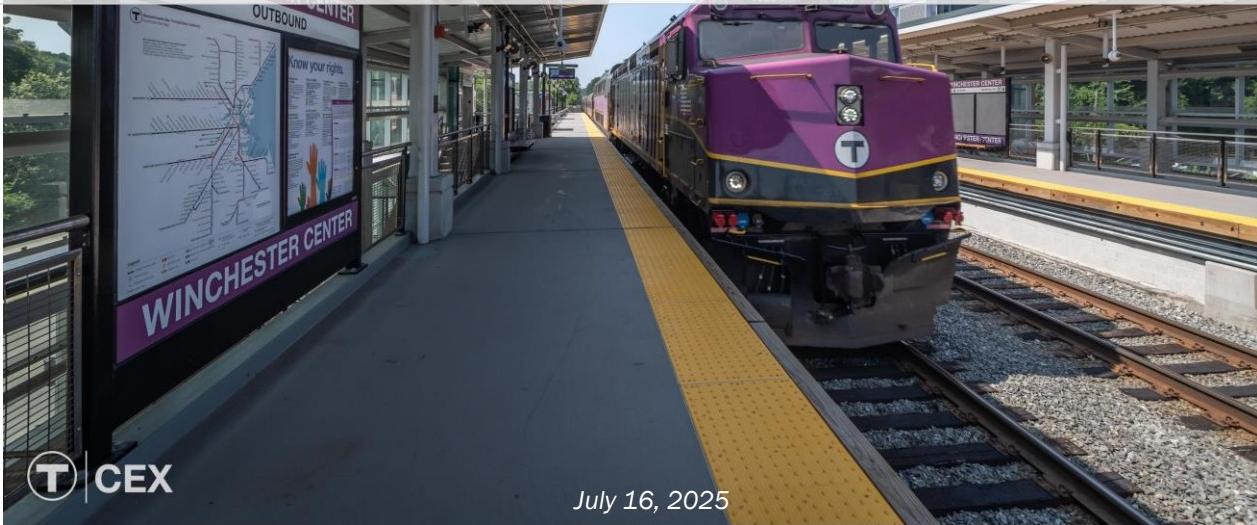
Choose Transit: Full Ahead

# Winchester Center Station | Before



Choose Transit: Full Ahead

# Winchester Center Station | After, Fully Accessible



July 16, 2025





# North Station Draw One Bridge Replacement Procurement



# Ryan Coholan

## Chief Operating Officer

Choose Transit: Full  Ahead

# Extreme Wind & Tree Obstruction | CR Resumes Swiftly

Employees focused on the mission and ensured passengers were safely accommodated to intended destinations.

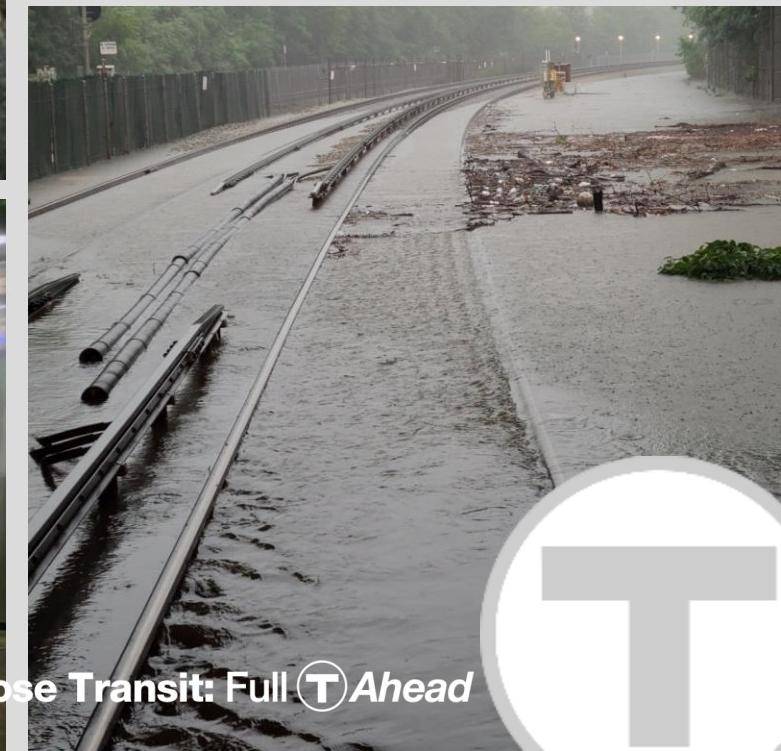
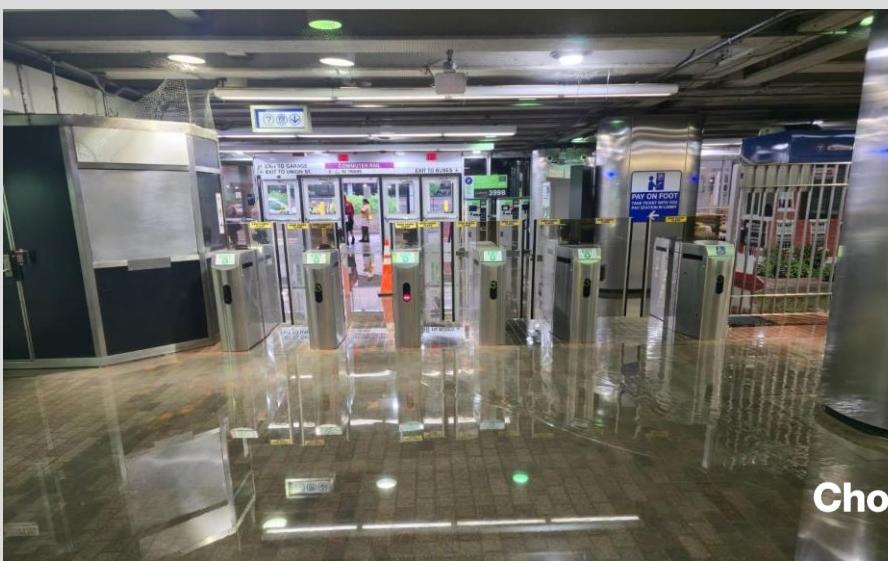


July 3, 2025

Choose Transit: Full Ahead

# Quick Response to Sudden Flooding | Braintree Red Line

T employees' timely actions ensured safety as riders were directed to southbound Commuter Rail with rising waters forcing service to be suspended. Service was restored just 3 hours later.



Choose Transit: Full Ahead

# Safely Overcoming Unexpected Infrastructure Issues

With safety as the T's guiding principle, the observant motorperson appropriately stopped the train. Riders were safely evacuated.



July 15, 2025



July 15, 2025

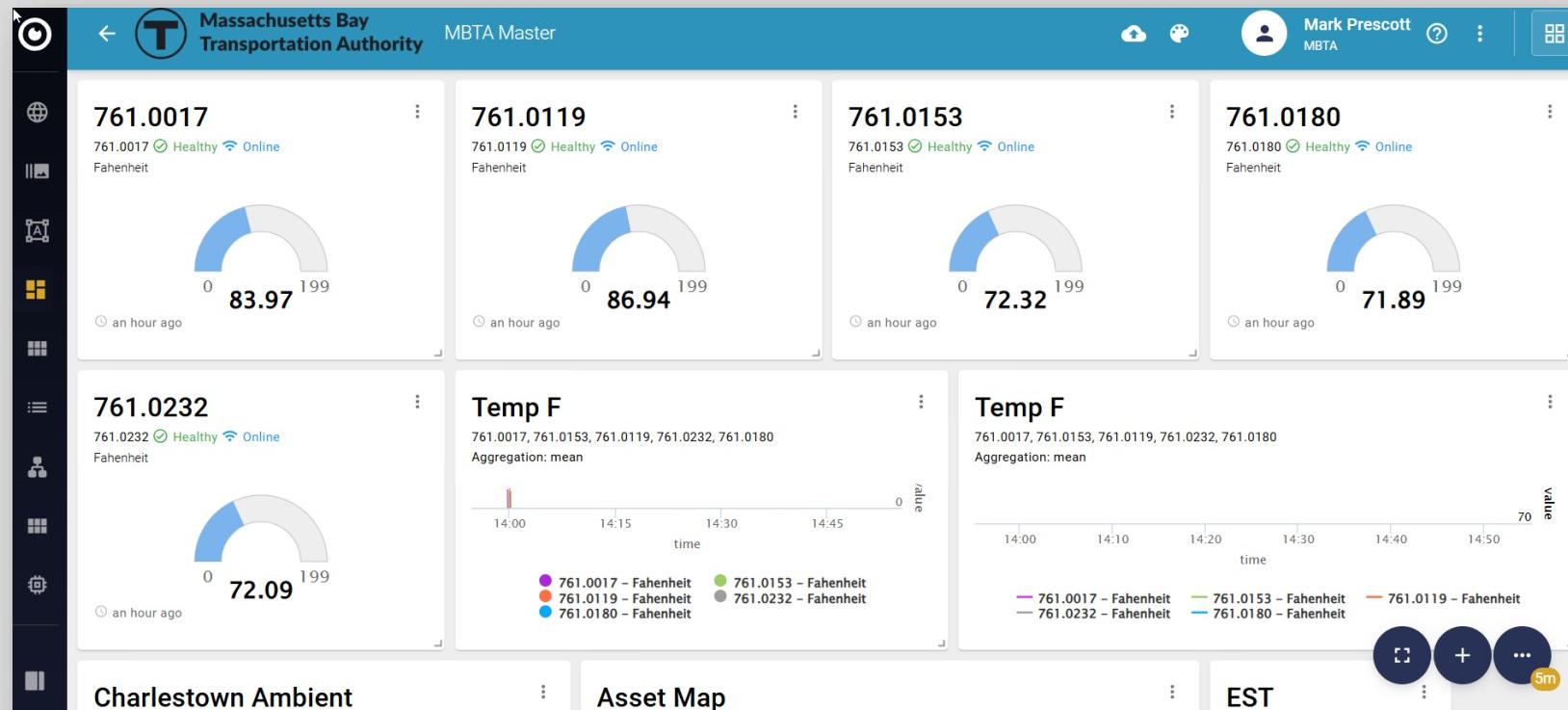


Repaired



Repaired

# Thinking Ahead to Tackle Extreme Heat Events



Choose Transit: Full Ahead



Innovating to Rebuild Core Infrastructure



## Safest Bus Operator Awards



Choose Transit: Full Ahead



## Safest Bus Operator Awards



Choose Transit: Full **T** Ahead



## Safest Bus Operator Awards



Choose Transit: Full **T** Ahead

# Safest Bus Operator Awards

ARBORWAY

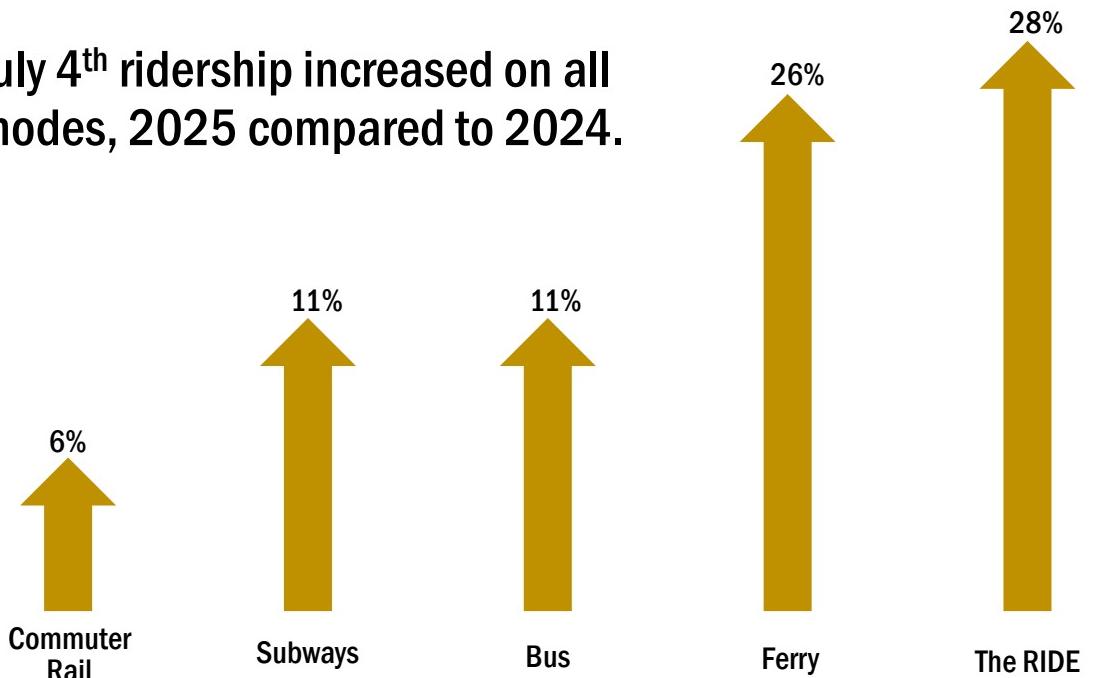


# July 4<sup>th</sup> Service | Solid Execution



Boston Tea Party, A Revolutionary Experience

July 4<sup>th</sup> ridership increased on all modes, 2025 compared to 2024.



Apr 2025 – Jul 2026



Jun 11-Jul 19, 2026



Jul 11-16, 2026

Choose Transit: Full Ahead

# Rebuilding Our Workforce | Bus Operators Graduate



## 1<sup>st</sup> Cohort OCC Training Nears Completion

*Internal & external recruits. 2<sup>nd</sup> cohort in process.*

Erica Baker  
Senior Director, Customer Marketing

HOTTEST JUNE DAYS ON RECORD IN BOSTON

# Slushie Give-away



Choose Transit: Full **T** Ahead

# Rider & Employee Appreciation

HOTTEST JUNE DAYS ON RECORD IN BOSTON



# Slushie Give-away & Summer Music Series

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Rider & Employee  
Appreciation

Choose Transit: Full Ahead



# Pride in transit.



Choose Transit: Full Ahead

An accessible T  
benefits us all.



# ADA 35-Year Anniversary Celebration

July 23, 2025



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# T Insights with MassDOT Secretary & CEO Tibbits-Nutt

June 24



# John P. Martin

Chief Counsel – MBTA



Choose Transit: Full Ahead

# Choose Transit: Full Ahead



FEB 12, 2025



Greater Boston  
Chamber of Commerce

FEB 12, 2025



MAR 25, 2025



WORCESTER REGIONAL  
CHAMBER OF COMMERCE  
RECRUIT | RETAIN | INCUBATE

APR 10, 2025



MAY 5, 2025



JUN 24, 2025



JUN 17, 2025



JUN 3, 2025

Choose Transit: Full  Ahead

# Thank You. Questions?